

## ***Build Problem Solving Skills via LOC Learn, Part 2***

*Build Core Competencies via LOC Learn* is a series of development tools that map virtual learning resources to the Library's core competencies. This week's competency is "Problem Solving." We encourage you to take this opportunity to refresh your skills and abilities and share them with a friend or coworker. Select a learning resource below:

| Online Learning Resource   | Resource Type, Duration | Speaker            | What you will learn:   |
|--|-------------------------|--------------------|--|
| <a href="#">Think Before Reacting</a>                                    | Video, 3:22 minutes     | Marshall Goldsmith | Reacting badly to a situation does not solve the problem—it makes you the problem. Always take the time to stop, breathe, and think before responding.   |
| <a href="#">Getting to the Root of a Problem</a>                         | Course, 27 minutes      | N/A                | Solving problems requires strategic thinking. You need to ask the right people the right questions to get to the source of the issue and find the solution. In this course, you'll learn about identifying stakeholders, gaining their input and trust, and using analysis techniques to get to the root cause of a problem.   |
| <a href="#">Connecting the Human Chain to Solve Problems</a>             | Video, 3:15 minutes     | Nelson Repenning   | Connecting the human chain helps ensure that people know whom to connect when a problem arises. Here's how that could work in practice.  |
| <a href="#">Choosing and Using the Best Solution</a>                     | Course, 25 minutes      | N/A                | The time has come to make a final decision. In this course, you'll learn how to make smart decisions based on key criteria and decision-making styles. You'll also learn how to plan, manage, evaluate, and celebrate solution implementation.   |
| <a href="#">A Better Way to Find Solutions</a>                           | Video, 5:04 minutes     | Mark Levy          | To become an expert problem solver, you need to see opportunities that no one else sees. And to do that, you need to understand a problem-solving strategy called "generate mass."   |
| <a href="#">Problem Solving: Determining and Building Your Strengths</a> | Course, 1 hour          | N/A                | This course helps you assess and develop your problem-solving skills, and also aims to help you recognize and overcome several types of bias. The course first takes you through the process of assessing and interpreting your existing problem-solving styles. It then introduces approaches for identifying areas for improvement in your problem-solving skill set and recommends strategies for enhancing key skills. Finally, it explains how to recognize and overcome biases in a problem-solving situation. |